

CHARLES NYAMATO ONKUNDI

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PROFESSIONAL PROFILE.

A very passionate Hospitality Manager and a holder of Bachelor's degree in Business Administration majored in Hospitality Administration and Management from Atlantic International University, United States. I am highly focused and result oriented, internationally experienced and skilled with expertise in Business Administration, Hospitality Management, Food and Beverage Operations, Meetings and Events, Hotel Operations and Management, Human Resource Management, and an excellent team player who effectively and efficiently motivates human resources to provide superior customer service.

PROFESSIONAL AND EDUCATIONAL QUALIFICATIONS.

2019 to 2021: **Atlantic International University, United States.**

Achievements: Bachelors in Business Administration, majored in Hospitality Administration and Management, GPA 3.93

2003 to 2006: **Cambridge International College (a British International College of Professional Management), United Kingdom.**

Achievements: Two International Honors Graduate Diplomas on:

- Hospitality Management and Administration, and on;
- Management and Administration.

Individual Diploma Programs covered (6):

- Business Management/Administration – Distinction
- Tourism and Travel Agency Management - Distinction
- Hotel Operations and Management - Distinction
- Human Resource (Personnel) Management – High Merit

- Modern Management and Administration - Merit
- Advanced study of Theory and Practice of Management and Administration - Merit

2003 to 2004: **Highlands College, Jersey, UK.**

City & Guilds of London Institute.

Achievements: Diploma in Food and Beverage Management

1991 to 1992: **Kenya Utalii College, Nairobi.**

Achievements: Certificate in Food and Beverage service and sales – Advanced Level.

1986 to 1987: **Kenya Utalii College, Nairobi.**

Achievements: Certificate in Food and Beverage Service and Sales – Basic level

1981 to 1984: **Itibo High School, Kisii.**

Achievements: Kenya Certificate of Education (KCE)

EMPLOYMENT HISTORY

2022 October to date: Kamel Park Hotel

Designation: General Manager

Duties:

In-charge of all hotel operations, management and administration

2020 January to June 2021: King's Conference Centre 4*, Bujumbura, Burundi

Designation: Operations Manager

Duties:

- Assisting the General Manager in the day-to-day running of the hotel.

- Assign duties to heads of department and observe performance to ensure adherence to hotel policies and established operating procedures.
- Provides training to staff and heads of department.
- Acts as the hotels public relations director and promotes the property within the hotel industry, local community and trade associations.
- Review employee performance and appraisals
- Conducts departmental meetings and daily morning briefings.
- Ensure the goals and objectives of the company are followed in order to achieve brand positioning and success.
- Assist the General Manager in key property issues including capital projects, customer service and refurbishment.
- Performs daily, weekly and monthly property inspections to ensure standards are maintained.
- Assist the General Manager in Business planning.
- Preparation of business reports etc.

Achievements:

- Successfully opened the new wing of the hotel
- Developed the standard operating procedures for all departments
- Trained staff on service standards
- Made a hotel business plan which has never been made before.
- Helped in upgrading the old wing of the property.
- Trained managers on management principles and practices and leadership skills.

2018 October – May 2019: Gelian Hotel Machakos

Designation: F&B Manager

2016 March - May 2018: Sankara Hotel 5*, Nairobi. Kenya

Designation: F&B Manager

2009 July – Feb.2016: Assistant Food and Beverage Manager

Duties:

- Food & Beverage Management
- People management and providing departmental leadership

- Departmental administration
- Budgeting - business plans, capital expenditure, equipment, staffing, budgets and budgetary control etc.
- Training –for superior performance standards and ensuring the highest level of safety and security by facilitating effective training programmes that delivers a high degree of awareness amongst the staff.
- Talent management - identifies career goals and guides employees in their career growth and development and succession planning.
- Conducts performance review on a regular basis
- Review collaterals, quality standards and service standards on regular basis and ensures compliance.
- Ensures guest preferences are collected and actioned upon in order to create guest experience.
- Analyzes monthly reports and reviews opportunities for improvement.
- Ensures that all hygiene rules and regulations are strictly adhered to

Achievement:

- A member of the Sankara pre-opening team
- Recruited staff for the department
- Did market research from the competitors
- Developed standard operating procedures
- Trained staff prior to opening
- Developed policies and procedures for the hotel
- Leading hotel in customer service standards in Nairobi
- Return of investment after two years of opening
- Made leaders from amongst the staff

2007 – 2009: Hilton Hotel 5*, Nairobi, Kenya

Designation: Conference and Events Service Manager

Duties:

- In charge of all meetings, conferences and events

Achievements:

- Improved service standards
- Customer satisfaction was raised from 70% to 85%
- Employee morale was raised to 80% from 74%
- Increased business

2001 -2006: **Morvan Hotels, 3 & 4 AA Rosette -, Jersey, UK.**

Designation: Restaurant Supervisor/Manager

1993 April - April 2001: **Kenya Utalii College, Nairobi, Kenya.**

Designation: Dining Hall Supervisor

1988 to 1991: **Sarova Hotels 5*(New Stanley), Nairobi, Kenya.**

Designation: Captain - Food and Beverage Service and Sales Department

OTHER SKILLS

- ❖ A good communicator
- ❖ Result driven achiever with exemplary planning and organizational skills
- ❖ A goal driven leader who maintains a productive climate and confidently motivates staff to meet high performance standards
- ❖ An innovative problem solver who can generate workable solutions and resolve complaints
- ❖ A resourceful team player who excels at building trusting relationships with customers and colleagues

AFFILIATION

A member of Tourism Professionals Association (TPA)